

## **EDITED KSA LISTING**

### **CLASS: PROGRAM TECHNICIAN III**

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*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

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	<b>Knowledge of:</b>
<b>K1</b>	Modern office methods, equipment and procedures.
<b>K2</b>	Appropriate laws, rules, regulations, and policies of the State of California governing the program area(s) for which the examination is being administered.

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	<b>Ability to:</b>
<b>A1</b>	Perform clerical and technical work.
<b>A2</b>	Follow directions.
<b>A3</b>	Evaluate situations accurately and take effective action.
<b>A4</b>	Learn and apply laws, rules, regulations, procedures, and policies.
<b>A5</b>	Make arithmetic calculations with speed and accuracy.
<b>A6</b>	Communicate effectively.
<b>A7</b>	Meet and deal tactfully with the public, co-workers and/or clients, either face-to-face or by telephone.
<b>A8</b>	Work independently with minimal direction.